

Accuhealth Remote Patient Monitoring Implementation Guide

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# Application Details

*Accuhealth provides a turnkey remote patient monitoring (RPM) solution for clinics and enterprises including all hardware, software, and first-line 24/7 clinical monitoring.*

Visit the [App Orchard Gallery](https://apporchard.epic.com/Gallery?id=11391) for more information about this app.

Integration Points

Accuhealth’s remote patient monitoring program uses your patients’ MyChart credentials to file directly into Epic’s Patient-Entered Flowsheets data structure. Note that patients must have active MyChart accounts for these vital signs to file, so you will need to plan MyChart enrollment into your Accuhealth enrollment workflows.

Enrollment into Accuhealth is triggered by an order your clinicians place that will send a notification to Accuhealth containing the patient’s contact information and identifiers.

Accuhealth uses that contact information to deliver the device to the patient, and uses their identifiers to file back discrete vitals data to the chart.

By integrating directly with the Patient-Entered Flowsheets framework, Accuhealth is able to trigger In Basket messages to providers when abnormal readings are placed. The normal ranges are specified when the order is placed, and are specific to that patient’s enrollment.

Accuhealth can also write PDF summary documents of a patient’s data into Epic on a default monthly basis.

Draft Guide Disclaimer

This guide is in a draft state because Accuhealth Remote Patient Monitoring has not gone live with this integration at an Epic customer yet. Please provide feedback to Accuhealth Technologies and the App Orchard TS representative on how to improve the content and value of this guide.

Epic Software and Licensing Requirements

In order to implement this application, you will need the following:

App Orchard Licensing

You will need to license Accuhealth Remote Patient Monitoring through Accuhealth Technologies. See the instructions in the [App Orchard App Request Process](https://galaxy.epic.com/Search/GetFile?url=1%2168%21100%21100015768&rank=1&queryid=56962942&docid=113987) guide for further information on this process.

After the App Request process is complete you can verify the Client Record for Accuhealth Remote Patient Monitoring is in your system by going to Record Viewer and searching for an E0E record named Accuhealth Remote Patient Monitoring. This record is required in order to use Accuhealth Remote Patient Monitoring.

Software and Licensing

Google Chrome, MyChart

Interface Licensing

The following interfaces are required for this install:

* *Incoming Scanned Document Link*
* *Outgoing Ancillary Orders*

Please reach out to your EDI TS for more information about licensing these interfaces.

# Project Planning

The table below outlines the basic build tasks your team will need to complete. Your implementation may have a modified scope. Be sure to discuss this during the implementation kickoff call and determine what is in scope and who needs to be involved. See the Implementation Kick-off section for more details. This guide does not include steps like clinical governance approvals, training, or troubleshooting.

## Recommended Stakeholders

* Accuhealth Technologies contact(s)
* Epic Technical Coordinator (optional)
* EpicCare Ambulatory and MyChart Application Analyst and TS - These teams should pull in the following teams for help in certain build steps:
	+ Cadence
	+ HIM
* Interconnect Admin and Epic Client Systems Web and Service Systems TS
* Users & Security team
* Interface administrator and Epic EDI

## Recommended Implementation Project Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | Task | Who should be involved | Description | Dependencies |
| 1 | Contracting | App Orchard point person, Accuhealth Technologies | Accuhealth Technologies has been notified of your organization's interest in the App Orchard integration. Work out contracting details with them. | None |
| 2  | Implementation Kickoff Call | EpicCare Ambulatory and MyChart analysts and TS, Accuhealth Technologies contacts, customer stakeholders | Identify who should be involved, designate responsibilities, and set initial timelines for your project.  | 1 |
| 2.a | App Request Process | App Orchard point person, Accuhealth Technologies admin | To initiate the app implementation process, your organization's App Orchard Point Person will need to "Pick" this app. | 2 |
| 3 | User Provisioning | Users & Security team | Configure users and security per the Users & Security Setup section below as required by this integration. | 2  |
| 4 | Interconnect Setup | Interconnect admin, Epic Client Systems – Web & Service Servers TS | Enable the APIs that are needed for this integration and secure them with the appropriate security policy.  | 3 |
| 5 | Application Build | EpicCare Ambulatory and MyChart analysts and TS | Configure relevant Epic application build.  | 2 |
| 6 | Interface Setup | Interface administrator and Epic EDI | Configure the required interfaces as needed by this integration.  | 5 |
| 7 | End-to-End Testing | EpicCare Ambulatory and MyChart analysts and TS, Accuhealth Technologies team | Test standard and edge case workflows to ensure the app is working as expected. | 3,4,5,6 |
| 8 | Cutover to Production | EpicCare Ambulatory and MyChart analysts and TS, Accuhealth Technologies team, Interconnect admin, Epic client systems admin | Move all relevant build in Epic and outside system configuration from test environments to production. | 7 |

Implementation Kickoff Call

Kick off your Accuhealth Remote Patient Monitoring implementation by putting together a meeting with the relevant project stakeholders at your organization and from Accuhealth Technologies. Be sure to include your Epic application project teams' TS as needed. Use this time to talk through the scope of the integration, required setup steps, plan timelines, and inform your organization's project owners of their tasks during this project. To prepare for this meeting, also review our [App Orchard Implementation Strategy Handbook](https://apporchard.epic.com/Resources/implementationstrategyhandbook).

Use this implementation guide as a starting point for this discussion. Include representatives from every area that might have a stake in the project. Err on the side of too much representation at the start. Having everyone necessary present during the kickoff is better than trying to bring teams up to speed several weeks into your implementation. Talk with your vendor and Epic representative if you need help deciding who should be involved in the project. Include the following roles from your organization, Epic, and Accuhealth Technologies:

* Your organization's project manager assigned to this project – The project manager will keep everyone moving in the right direction and help set deadlines for steps along the way.
* Accuhealth Technologies Customer Success Manager (CSM) will navigate your organization through the onboarding and collection of necessary contact information used for remote patient monitoring.
* Accuhealth Technologies's contacts will help coordinate and make sure the Accuhealth Remote Patient Monitoring configuration is set up.
* Your Epic Technical Coordinator (optional) - Your TC should be aware of your integrations and can help coordinate on the Epic side if necessary.
* EpicCare Ambulatory Application Analyst and TS
* MyChart Application Analyst and TS – Your project team is responsible for the user workflows related to Accuhealth Remote Patient Monitoring. They will be doing most of the Epic build and assist with end-to-end testing. Include their TS so they’re aware of the project.
* An Interconnect administrator – Your Interconnect admin will be responsible for enabling the necessary API used for this integration.
* Your Users & Security team will be involved in setting up user security per this guide.
* An Interface administrator – Your interface admin will be responsible for setting up connections to the interfaces as required by Accuhealth Remote Patient Monitoring.
* A Citrix/Desktop resource – A resource from your Citrix/Desktop team will be involved to help configure Accuhealth Remote Patient Monitoring per the configuration below.
* An Epic client systems administrator (ECSA) – The ECSA will be involved in allowing Accuhealth Technologies’s connections into your Epic system and allowing their app to function appropriately.

Accuhealth Remote Patient Monitoring specific scoping questions:

* How many referring/rendering providers are there at your clinic?
* Does each referring/rendering provider only want to view their referred patients? Or should all providers be able to view all patients?
* Does each referring/rendering provider only want to be alerted to abnormal readings from their patients? Or should all providers be alerted to all abnormal readings from all referred patients?
* In the event of an abnormal reading that requires clinical escalation from the Accuhealth Nursing team - what is the main contact number a) during normal hours of operation? b) during on-call hours of operation?

# User & Security Setup

Resource Required: Users & Security Team

Complete the following steps to allow users to interact with the application. You need to determine how users access the application and which users receive that access.

## Create a User for Username Token Authentication

Accuhealth Remote Patient Monitoring requires a user for authentication of the application to your database. This user record is used by Interconnect to authenticate web service calls. Let your Interconnect Admin know the ID (EMP .1) of this user after you create it. You should also share the ID (EMP .1) and Password (EMP 40) with your Accuhealth Technologies contacts for them to configure their application. Note that both the ID and Password fields are always case-sensitive.

* This should be an active background user and it should have a password set.
* Follow your organization’s policies for usernames and passwords. The password should be set to not expire.
* Accuhealth requires no security points for this integration.

# Interface Requirements

Resource(s) Required: Interface administrator and Epic EDI

This integration uses the following interfaces. Work with your Interface team to set up the required interfaces and refer to Galaxy reference guides and your EDI support for assistance.

Accuhealth uses an Outgoing Ancillary Orders Interface to receive enrollment information for patients and uses an Incoming Scanned Document Link interface to file summary documents to the patient's chart on a monthly basis.

## Outgoing Ancillary Orders

This interface will serve as a notification to Accuhealth that should deliver the following details:

* Patient Demographics
* Patient Identifiers, including MRN
* Diagnosis codes associated with the order, as DG1 segments

See the [Route Lab, Ancillary, and Diet Orders to Interfaces](https://galaxy.epic.com/Redirect.aspx?DocumentID=3595509) galaxy guide for more details on setup.

In the Application Build section of this guide, your Ambulatory Team will be configuring a procedure record that should trigger messages to Accuhealth. If possible, limit the interface messages sent to Accuhealth to just that 1 procedure record.

Accuhealth is currently setup to receive messages through [Outgoing HL7v2 Over HTTPS Using Interconnect](https://galaxy.epic.com/Redirect.aspx?DocumentID=2912411). Contact Accuhealth to receive the username and password.

## Incoming Scanned Documents

Accuhealth will be using [Incoming HL7v2 over HTTPS using Interconnect](https://galaxy.epic.com/Redirect.aspx?DocumentID=3522783) to file embedded documents into Epic. Ensure the interface is setup to [process embedded files](https://galaxy.epic.com/Redirect.aspx?DocumentID=3531142) as well.

Your HIM team will be configuring the **document type** (I DCS 100) and **transcription type** (I EPT 19104) used with this integration in the “Application Build” section. You will also need to work with Accuhealth to decide on what to use for the **TXA-2 value** they will provide (for example “Accuhealth Summary”) which will be mapped to a transcription and document type in your interface profile.

Using that data, configure an Incoming Scanned Document Link Interface with the following profile variable settings:

* Using the transcription type configured by your HIM team
	+ TRANS\_TYPE\_TABLE – Map “Accuhealth Summary” to the transcription type
	+ TRANS\_SETUP\_TABLE – Mark your transcription type as [SCAN?] – True [1]
	+ TRANS\_VISIT\_TABLE – Map your transcription type to the patient level.
		- Set the INP/AMB Restriction column to 0.
* Using the document type configured by your HIM team
	+ DCS\_TRANS\_TBL – Map “Accuhealth Summary” to the document type

Note your HIM Team has been instructed to optionally map this document type in a note type in LSD items 33030 and 33032

# Interconnect Setup

Resource(s) Required: Interconnect administrator and Client Systems – Web and Service Servers TS

Interconnect needs to be set up to allow the application to access data in Epic.

Instance Recommendation – Username Security Policy

For performance and scalability reasons, we recommend that you [Load Balance your Interconnect Servers](https://galaxy.epic.com/Redirect.aspx?DocumentID=1603522). For more information on Interconnect recommendations, see the [Interconnect Setup and Support Guide](https://galaxy.epic.com/#Browse/page=1!68!50!1584471) or reach out to your Client Systems Web and Service Servers TS.

|  |  |
| --- | --- |
| Recommended Location | Server: BackgroundInstance: Web Service Host |
| Role | General Web Service Host |
| Cache Listeners | N/A |
| Business Services | *Integration specific web services** Patient (Common) (WSC)
* HTTP (EDI) (WSC)
* R4 (FHIR) (WSC)

*See the Web Service Information section of the Appendix for the full list of web services used by Accuhealth Remote Patient Monitoring.* |
| Security Policy | Policy Name: Accuhealth Remote Patient Monitoring BasicAuth* Services: *Applicable services from above*
* Authentication: Username tokens (use the EMP ID from the “Create a User” section above)
* Encryption: TLS
* Bindings: Rest

Note: For web services requiring basic authentication that are shared across multiple applications, see the Additional Application Information section of the [App Orchard Username Tokens Use Case](https://galaxy.epic.com/#Browse/page=1!68!50!100042740,3381968,100045876&from=Favorites). |
| Reverse Proxy Pattern(s) | Be sure you have configured your reverse proxy by following the steps in the [Configure ARR Manually](https://galaxy.epic.com/Redirect.aspx?DocumentID=100019821) section of the Interconnect Setup & Support Guide.Create a rewrite rule for each pattern below using Wildcards instead of the default Regular Expressions:* api/epic/2015/EDI/HTTP/\*
* api/fhir/\*
* api/epic/2015/Common/Patient/\*

Each rule should use Wildcards and rewrite to: https://[hostname]/[instance]/{R:0} |

*Note that the Reverse Proxy instructions above are related to Microsoft’s Application Request Routing (ARR) for IIS. If you use other reverse proxy solution, check with your Client Systems Web and Service Server TS and see the* [*Citrix NetScaler as a Reverse Proxy Setup and Support Guide*](https://galaxy.epic.com/Redirect.aspx?DocumentID=3596017) *or* [*Configure Big-IP as a Reverse Proxy for mTLS Applications*](https://galaxy.epic.com/Redirect.aspx?DocumentID=100024524) *Galaxy guides.*

Application Build

Resource(s) Required: EpicCare Ambulatory and MyChart analysts and TS

## MyChart Requirement

Note that Accuhealth’s integration requires patients to be MyChart active, since Accuhealth uses the Patient’s MyChart credentials to file to Epic’s Patient-Entered Flowsheets data structure. Ensure your team has a plan for enrolling patients in MyChart prior to enrollment in an Accuhealth program.

## Import Turbocharger Package of Integration Records

Enrollment into Accuhealth Remote Patient Monitoringis controlled by a Procedure record that triggers a notification sent to Accuhealth. That procedure record additionally creates a MyChart Episode for the patient that will have an attached Patient Entered Flowsheet for Accuhealth to file to.

Accuhealth’s Turbocharger package contains Foundation System and Vendor-Specific records that should be used for this integration. Use the following steps to download and import the Turbocharger package. See the Appendix for the full list of records.

1. Log into App Orchard and browse to the Accuhealth Remote Patient Monitoring app listing.
2. Click the “Build Available” link below the Contact Author button to download the Turbocharger package. The package is an XML document that will download to your machine.
3. Using FTP, or another transfer tool, transfer this XML file to your POC (or equivalent) environment’s UNIX directory.
4. Access Turbocharger in Hyperspace. Chart Search: Turbocharger. Note that the Turbocharger activity requires certain security points. Review [Give Users Turbocharger Security](https://galaxy.epic.com/Redirect.aspx?DocumentID=100001386) Galaxy guide for details.
5. Use the [Import Foundation System Content with Turbocharger](https://galaxy.epic.com/Redirect.aspx?DocumentID=100039685) Galaxy guide to import the package contents.
6. Once all the records are imported, they are nearly ready to be used within workflows in your system.

## Review Imported Records

The records you’ve imported were built based on the [Patient-Entered Flowsheets Setup and Support Guide](https://galaxy.epic.com/#Browse/page=1!68!50!1400880). The records built and their associated manual build are referenced in the following review steps. Before proceeding, be sure to [Enable Patient-Entered Flowsheets](https://galaxy.epic.com/Redirect.aspx?DocumentID=1400947) in your system.

### Flowsheets

Accuhealth’s Flowsheet Template contains 7 Foundation System flowsheet rows that they will file to. If these rows are already present in your system, and you have not made modifications to them, you may use the existing records instead of creating new ones.

Once you’ve imported these FLO records into your system, share their IDs and record names with Accuhealth for mapping. These are the Foundation System vitals/FLO rows Accuhealth currently files to by default, but they can map to different FLOs need be:

* 1320-R MYCHART SYSTOLIC
* 1321-R MYCHART DIASTOLIC
* 1400000000-R MYCHART PULSE
* 1400000039-R MYCHART SPO2
* 206000-R MYCHART GLUCOSE
* 1400000001-R MYCHART WEIGHT
* 1400000032-R MYCHART TEMPERATURE

### Order Specific Questions

There are 2 types of Order-Specific Questions (LQL) you have imported. Those for [specifying notification frequency](https://galaxy.epic.com/Redirect.aspx?DocumentID=1400953), and those for specifying a patient-specific normal vitals ranges. Consult those sections if you’d like to modify the currently referenced Foundation System build, listed below, or create your own questions for other vitals ranges:

Notification in days:

* 1001-MyChart Flowsheet

Blood pressure Range:

* 1003-MyChart Patient Specific High Systolic
* 1004-MyChart Patient Specific Low Systolic
* 1005-MyChart Patient Specific High Diastolic
* 1006-MyChart Patient Specific Low Diastolic

Peak Flow Range:

* 1407000201-MyChart Patient Specific High Peak Flow
* 1407000401-MyChart Patient Specific Low Peak Flow

Weight Range:

* 1407000101-MyChart Patient Specific High Weight
* 1407000301-MyChart Patient Specific Low Weight

### Order Composer Configuration

Accuhealth’s OCC record was configured based on this [galaxy section](https://galaxy.epic.com/#Browse/page=1!68!50!1400880,1400883,1425716,1400951&from=Galaxy-Redirect), with the “Dx Association” display item added. If you’d like to use this configuration in an inpatient context, make a copy and set “Ordering Context” to Inpatient.

### Procedure Record

The procedure (EAP) record imported is a copy of Foundation System procedure MYC10, modified for Accuhealth’s use case. The above order specific questions and order composer config have been added already. If you have made edits to either of those groups of records, consult this [galaxy section](https://galaxy.epic.com/Redirect.aspx?DocumentID=1400959) for detail on modifying the procedure record to reference them. You may want to add or remove order-specific questions, for instance, on the procedure.

To access the procedure record’s settings, go to Clinical Administration, select Procedures, Scheduling > Procedures. Consult with your clinical build team on the following settings:

* Proc Type field, currently set to Charge
* Billing status, currently set to Active
* Category field, currently set to MyChart Orderables

It is important that orders of this procedure have diagnosis codes associated with them. Work with your clinical build team to ensure that diagnosis associations are required for this order (this is usually required for all orders in an outpatient context).

#### Identity Mapping

Work with your identity and interface teams to assign your procedure record an identity ID Type (IIT) and ID, so that external systems can map based on that external ID. If your interface team already has an outgoing orders interface setup, they may have an IIT record you can use.

Once this is done, make sure your interface team knows this record’s ID. They will be using it for filtering notifications to Accuhealth.

## Build for Accuhealth Summary Documents

Please pull in your HIM/Cadence teams for assistance with the following sections.

Accuhealth will be writing summary documents to the patient’s chart in Epic based on data collected on a monthly basis. The following items will be needed (split by owning team). Be sure to share the configured items (document type and transcription type) with your interface team.

### HIM

Create or choose a document type (I DCS 100) and transcription type (I EPT 19104) for Accuhealth to use when filing their encounter summaries into Epic. You will need to choose existing or create values in those category lists.

If you would like these documents to file as clinical notes, you can also optionally map this document type in a note type in LSD items 33030 and 33032. For instance, type 36 (Telephone Encounter) may be appropriate for this use case.

### Cadence

Accuhealth will need a generic provider (SER) record for use when filing encounter summaries. Configure an SER record with the following details:

* Provider Type: Resource
* Internal or External: External
* Is Generic?: Yes
* Referral Source Type: Non-Referral
* No scheduling or ordering ability
* Talk to your SER team about which provider MPI to assign. Usually there’s one to use in these cases

# Information to Send to Accuhealth Technologies

Accuhealth Technologies will need the following data points to integrate with your system.

* Endpoints
	+ Reverse proxy/instance URLs
* EMP and Password for username token authentication (Basic Auth)
* Accuhealth Remote Patient Monitoring needs to know about records or category values in your system. Work with your TS to extract the following types of data and send to Accuhealth Technologies:
	+ MRN ID Type – Work with your Identity team to find the Identity ID Type (IIT) patient identifier for your system, and ensure it has a value stored in item 600 – Descriptor. Share this value with Accuhealth.
	+ FLO Identifier System – Contact your Epic Representative and mention Post #2 of SLG 5182595 to retrieve the flowsheet “system” value in your environments and pass to Accuhealth.
	+ If you created new Flowsheet (FLO) records in the “Application Build” > “Import Turbocharger Package of Integration Records” above, distribute those record IDs and names to Accuhealth.

# End-to-End Testing

When you've completed all the required Epic build and system configuration as outlined in this guide, you're ready to begin end-to-end testing. Begin testing in a non-Production (TST or equivalent) environment and if possible, complete testing in Production as well. Testing in Production prior to your go-live date is the best way to prepare to go live with an App Orchard implementation, but it may not be possible due to your organizational policies. Work with Accuhealth Technologies and your Epic TS to consider possible edge cases and test all necessary workflows.

Preparing data for end-to-end testing

* Ensure your patient is MyChart active prior to placing the procedure order
* Ensure your Interface team has configured your procedure record for triggering notifications

Testing with Accuhealth Technologies

* Schedule a meeting with the relevant teams at your organization and Accuhealth Technologies to test workflows and integration points to ensure the configuration is built appropriately in non-Production and/or Production environments.
* Refer to [Epic’s Comms policy](https://www.epic.com/commsrulepolicy) when determining what is appropriate to share when testing workflows and integration points with App Orchard vendors.

# Cutover to Production

To prepare to go live with Accuhealth Remote Patient Monitoring, be sure to migrate all relevant Epic application build and system configuration from your non-Production environment to your Production environment.

* EpicCare Ambulatory and MyChart analysts and TS - Use Data Courier or Content Management to track and migrate the Epic application build.
	+ Check that the production client (E0E) record is active in production. Use Record Viewer (enter E0E for the INI) to search for the client by name Accuhealth Remote Patient Monitoring. Verify Item 100 (External ID) is populated with the production client ID: 5ec2bc0e-202b-4c70-a8e3-81dc89107e4d, and check that the most recent contact on the client is set to Active in Item 120 (Status).
* Interconnect admin - Ensure the Interconnect configuration is moved from non-Production to Production.
* Interface team - Check that any required interfaces are moved and on in PRD and that Accuhealth Remote Patient Monitoring is configured to consume them.
* Accuhealth Technologies - be sure Accuhealth Remote Patient Monitoring is configured to use the production Interconnect address.

Wrap-up

After the implementation is complete, it is highly encouraged for your project managers and team members to provide feedback to Accuhealth Technologies and Epic regarding the app and the implementation process. Provide feedback in the following ways:

* Communicate directly with Accuhealth Technologies to bring attention to any variance in the software received vs. what was expected/promised
* Communicate directly with either your application TS or the App Orchard TS to bring attention to any improvements that could be made to the implementation guide and install support materials.
* Leave a review of the app on the [App Orchard](https://apporchard.epic.com/) App Listing. These reviews are viewable by other Epic Community Members and Accuhealth Technologies.

Ongoing Maintenance

Before any upgrades to a new release of Epic or major updates to Accuhealth Remote Patient Monitoring, thoroughly test the app in a non-production environment to ensure that the app functions appropriately when implemented in the production environment.

Regularly monitor system performance metrics like API usage and listen to feedback given from end-users to identify performance issues. If excessive web service calls are impacting performance, work with your application TS and Accuhealth Technologies to resolve the issue.

Continue regular check-ins with Accuhealth Technologies and your CSM to share feedback on the app. Additionally, encourage end-users to share more feedback once they become more comfortable with the app workflows. Accuhealth Technologies can use this feedback to develop, test, and implement enhancements to the app.

Accuhealth support is always available at support@accuhealth.tech or by texting 90105.

# Appendix

Web Service Information

Accuhealth Remote Patient Monitoring uses the following web services. These individual web services will be enabled when you configure the above Use Case. For reference, they are included in the table below:

|  |  |  |
| --- | --- | --- |
| **Web Service Name** | **Web Service Category** | **Web Service Class** |
|  GetPatientIdentifiers (2015)HL7v2Observation.Create (Vitals) (R4) | CommonEDIFHIR | PatientHTTPR4 |

Turbocharger Package Information

The Turbocharger package attached to the Accuhealth Remote Patient Monitoring app listing contains the following records:

|  |  |  |
| --- | --- | --- |
| **Record Name** | **INI** | **Description** |
| [TS Fill in Column with your Record Names] | E2N | Activity record used in the launch. |
|  | E2U | Button record used by the launch. Place this in your user workflows. |
|  | FDI | Integration record that contains information about the Accuhealth Remote Patient Monitoring launch. |
|  | LVN | Navigator record used by the launch. Place this in your user workflows. |
|  | VCN | Navigator configuration record used by the navigator. If your FDI was imported with a different ID than the package, correct the FDI ID in the “SOURCEID=<FDI ID>” configuration. |

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